

**Amendments to the Specification:**

**Summary of the Invention:**

On page 6, lines 3-7, replace paragraph 0010 in full as follows:

The present invention relates in general to grid environments and to managing errors in a grid environment. The present invention relates to managing analysis of errors in a grid environment, such that clients accessing diverse systems providing resources in a grid environment are provided with a client specified response when the grid environment is operating at suboptimal conditions.

On page 6, lines 9-17, replace paragraph 0011 in full as follows:

According to one embodiment of the invention, a grid environment includes multiple diverse systems. A service availability management agent is enabled to receive multiple types of error messages generated from the multiple diverse systems within the grid environment. Each error message is parsed to determine a general error indicator. Then, the service availability management agent attempts to resolve the general error indicator and return a solution to each parsed error message. Solutions may include an adjustment of resource usage by a particular service, an explanation of a particular error message, or a recommendation of alternate resources. The service availability management agent specifies the transmission of the solution in a format specified for the requester system.

On page 6, line 19-page 7, line 3, replace paragraph 0012 in full as follows:

The service availability management agent resolves the error first by using a policy defined for the general error indicator. According to one embodiment, the policy is validated against an XML document-type-definition (DTD). The troubleshooting agent further distributes the parsed error message to another level of troubleshooting agents that further specialize the types of errors resolved.